



Student Policies

CMS Staff

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JSO Staff

JSO Music/Executive Director
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SECTION I – General Information

A. *Facilities.*

- Location: Community Music School (CMS), Jackson Symphony Orchestra (JSO) building at 215 W. Michigan Ave., Jackson, MI 49201
- Parking: Street (2 hour time limit before 5, unlimited after)
 - Nearby Municipal lots
 - Alley next door is for Staff Only
- Teaching Studios, Practice rooms, JSO Facilities are for Staff and Enrolled Students only

B. *Teaching Hours at the JSO Facility:*

- Teaching is only allowed when a JSO Staff Member is present in the building
- Monday-Thursday: 10am-8pm during the School year
- Friday: 10am-5pm during the School year

C. *Online Teaching Procedure.*

- A Parent must be present and available during the entire lesson.
- Same rules and procedures as in person lessons apply as far as attendance and scheduling.
- Online lessons may take place at any time that Students, Parents and Teachers agree on.

D. *Calendar*

- Academic year: 32 weeks for private lessons, and two terms for classes.
- The school calendar will be available and updated regularly on the CMS website under “Calendar.”

E. *Scheduled Closures for 22/23 School Year*

- **Labor Day**, September 5 (Monday)
- **Thanksgiving Break**, November 23-25
- **Winter Break**, December 24 - January 7
- **MLK Day**, January 16 (Monday)
- **President’s Day**, February 20 (Monday)
- **Spring Break**, March 24 - April 1

F. *Family Files*

- All Student files are stored online through our new school software, ASAP connected.
- You will have access to see what your Students are enrolled in, your invoices, and make payments through your online account - <https://jacksonmusicschool.asapconnected.com/Login>.

- Your account login is the email and password that you entered to create your original lesson inquiry.
- For those without internet access at home, please contact the office to arrange alternate methods of inputting information.

G. *Media Release:*

- All Students and Parent/Guardian are asked to sign a photo release which is included in your ASAP registration.
 - This will grant the school permission to use any photos strictly for media and advertising purposes.
- No full names will be used at any time without permission
- Please contact the Director with any specific questions regarding photos of your Student.

H. *Contact Information.*

Administrator: Colleen Monahan
Email: colleenm@jacksonsymphony.org
Office Phone: (517) 998-1012
Office Fax: (517) 782-3268

Director: Jed Fritzeimer
Email: jedf@jacksonsymphony.org
Office Phone: (517) 782-3221, Ext. 153

CMS Website: <https://www.jacksonmusicschool.org/>

SECTION II- Instructional Policies

A. *Registration.*

- All Student Registrations are done online through ASAP.
 - New Students must enroll for private lessons by submitting a New Customer inquiry at <https://jacksonmusicschool.asapconnected.com/#PrivateLessons>.
 - Once you have completed a family profile. You are able to add a lesson inquiry, pay your bill, view your students schedule.
 - Returning Students will coordinate their lesson time with their instructor who will notify the office of the lesson schedule.
 - A lesson inquiry will need to be filled out only when the student is switching instruments or is signing up with a new instructor.
- Private lessons are offered for up to 32 weeks.
- Class and ensemble enrollment is offered for 16-week sessions in Fall semester and Spring semester.

B. *Enrollment deadline.*

- Class registrations should be completed by the first scheduled class date which you can find on our CMS website under “Calendar”
- At the Instructor's discretion, enrollments in Classes may take place throughout the semester.
- Private instruction enrollment may take place at any point throughout the year.
- Fees are determined by the number of lessons you are enrolling in.

C. *Payments and Installment Plans.*

- Full payment of tuition is required for registration unless an installment payment plan is selected.
- There are eight (8) monthly payments, September through April.
- Final payments must be made before May 1st.
- Payment is accessible on your ASAP account once your Student is enrolled, or in person and by phone at the Box Office.
- A payment schedule will be provided at the time of enrollment if requested.
- Students can enroll in auto-pay by giving their card number to the office.
- Any Student who is behind on payments will have lessons put on hold until any remaining balance is paid in full.

D. *Withdrawal/Refund Policy.*

- To withdraw from any enrolled lessons or program, you must notify the CMS Office and your Teacher.
- Non-attendance does not automatically constitute a withdrawal.
- If a Student chooses to withdraw from private instruction at any point after enrollment, any prepaid tuition will be refunded minus a \$25.00 cancellation fee.

E. *Class Cancellation/Refund Policy.*

- CMS reserves the right to cancel any class due to insufficient enrollment.
- If this occurs, Students will receive a full refund of any and all tuition payments made for any class that is canceled.
- For withdrawal from any group classes, CMS will refund half of any prepaid tuition prior to 50% of the scheduled class dates.
- No refunds will be offered after 50% of the scheduled dates have been completed for any class.

F. *Teacher-Student-Parent Communication.*

- Teacher communication with Parents/Guardians is essential and expected.
- If issues arise concerning attendance or lesson preparation, the Teacher will immediately discuss this first with the student and their Parent/Guardian.
- If these issues are not resolved, the Teacher will consult the Director.
- Teachers will keep Students informed of their teaching schedule, availability, school events, recitals, scholarship opportunities, and any other pertinent information as necessary

G. *Attendance.*

- Students are expected to attend all lessons and classes.
- Teachers and Students are asked to please observe a 10-minute grace period before labeling the lesson a “no-show” and leaving the premises.
- Students who arrive late for a lesson are not entitled to an extension of their scheduled lesson time.
- If a Teacher arrives late for a lesson, the missed time will be made up by either extending the lesson or adding the time to a future lesson.

H. *Lesson Policy Due to Student Cancellation - EXCUSED*

- To qualify as an excused lesson, the Student must notify the Teacher at least 24 hours prior to the scheduled lesson time.
- The Teacher will then teach one make-up lesson by the end of the term, and the lesson will then be charged to the Student’s account.
- Students are allowed two excused absence/make-up lessons per semester.
- Additional lessons missed for any reason will only be made up at the discretion and availability of the Teacher.

I. *Lesson Policy Due to Student Cancellation - UNEXCUSED*

- For any unannounced absence, or cancellation within 24 hours, Students will be charged and the missed lesson will not be rescheduled.

J. *Make-up Lessons Due to Teacher Cancellation.*

- If it becomes necessary for a Teacher to cancel a private lesson or class, it is their responsibility to notify the Office and Student(s) involved, and to arrange a make-up date.

- Substitute Teachers will not be provided under any circumstances for private lessons.
- Teachers are required to make up any lessons or classes that they missed.
 - Any private lessons not made up by the end of the year will be turned into a financial credit, or refunded to the Student upon request.

K. *Illness Policy.*

- In the event of illness, we would request Teachers, Students and/or Parents cancel lessons and not attend classes out of respect for the Office Staff, Teachers, and other Students' families
- Missing due to illness falls under the same terms as Excused and Unexcused policies.

L. *Snow Days and Inclement Weather.*

- In the event of bad weather, information and updates will be posted on the CMS website and JSO Facebook page.
- Families may select to opt-in to SMS notifications from the CMS office.
- Unscheduled closure notifications will be sent via SMS and email through the ASAP system.
- Please do not assume that the CMS is closed if local public or private schools close due to inclement weather as conditions will often improve throughout the day.
 - If weather conditions become inclement, even if schools are not closed, CMS holds the right to cancel lessons and classes for the remainder of the day if needed.

M. *Student Dismissal.*

- CMS reserves the right to dismiss any Student because of frequent absences (more than two excused per semester), disciplinary reasons, or overdue tuition.
- If a Teacher reports Students bringing up inappropriate topics of discussion, the Director holds the right to terminate lessons as well.
- The Director retains ultimate authority over decisions regarding Student dismissal.
- In keeping with state-mandated education policies, our entire organization maintains a zero-tolerance position on possessing knives or other weapons on the premises.
- In the event that a weapon is found in the possession of a Student, their lessons will be discontinued immediately and the Student will be barred from the premises permanently.

N. *Off-Site Lessons.*

- Due to liability, off-site in person lessons are not allowed under any circumstances.

O. *Student Tickets to JSO Series Concerts.*

- Each CMS Student is eligible to receive a complimentary ticket to JSO Signature Series concerts.
- Additional tickets may also be purchased at the discounted rate of \$5 per ticket.
- Please call or stop by the office to arrange your complimentary tickets or to purchase additional ones.

SECTION III – Recital & Public Performance Policies

A. *Student Recitals.*

- Several school-wide Student recitals are scheduled throughout the year and will be open to all registered CMS Students.
- Recitals will be held in the Weatherwax Hall at the JSO Building.
- Additional recitals may be scheduled, as necessary.
- Students that have been with CMS for a minimum of 2 year years may have the option of putting on a Senior Recital - that must be scheduled with the Director.
 - *22/23 Recital Dates (subject to change)*
 - Winter Recitals - January 10, 11, and 12, 2023
 - Spring Recitals - May 9, 10, and 11, 2023
 - Students will choose which day they will play on.

B. *Student Performance Requirements.*

- Formal Student recitals are scheduled in January, and May and give Students the experience of performing in a formal setting.
- Students are expected to participate unless excused by their Teacher.
- It is the responsibility of the sponsoring Teacher to see that their Students follow all guidelines regarding recitals.
- The above policy is applicable only to Students who are high school age and below.
- While Adult Students are encouraged and welcome to perform at recitals, their participation is strictly voluntary.

C. *Recital Signup.*

- At least one full month prior to a recital, Students will work with their Teacher to complete the digital recital form.
- It is important to include opus numbers, title of the work, and composer's name in the form.
- Also be sure to indicate the preferred recital date and time.
- Please list all CMS Student Siblings to be scheduled in the same recital.
- Your Accompanist will be assigned and will contact the Teacher and/or the Student to set up rehearsals.
 - Accompanist fees are figured into tuition, however if you choose to have a different accompanist than what CMS provides you are responsible for their fee.

D. *Festival Performances.*

- Students are encouraged to participate in other opportunities to perform such as festivals, competitions, Student Achievement Testing, or etc.
- Any student asked to perform in a festival by his or her Teacher is strongly encouraged to do so, particularly MSBOA or MSVMA.

SECTION IV – Scholarships: Income-Based and Merit

- A. *Merit Scholarship Information.* Students and families will be given ample notification of opportunities for scholarship auditions.
- B. Current merit scholarship opportunities include:
- Jackson Symphony Guild
 - Stephen Osmond Scholarship
 - Mary Spring Into Music
- C. *Income-Based Scholarships*
- Application forms can be downloaded from the CMS website or picked up in the office.
 - In order to be considered for income-based scholarships, the completed application form and necessary documents are due in the office 3 weeks prior to starting lessons.
 - Aid is given out for the full school year unless otherwise stated.
 - Incomplete application forms or missing documents will not be considered.
- D. *Financial Aid Expectations.* Students (and parents) who receive financial assistance from the JSO are expected to adhere to the following guidelines:
- Write a thank you note to the donor
 - Maintain regular attendance at lessons
 - Come prepared for lessons
 - Participate in Student recitals
 - Volunteer for events at the school during the school year.

Refusal to complete the above guidelines will result in a forfeiture of future aid as well as possible cancellation of any awarded scholarship.

SECTION V – Additional Information

- *Suggested Supplies.* The following is a list of general supplies that are very useful to every music Student. Please check with your Teacher if they have a list of additional supplies your Student needs for success.
 - Metronome
 - Instrument in good condition
 - Music stand (instrumentalists)
 - Pencils
 - Staff paper or manuscript book
 - Highlighter
 - Student notebook—available from the office
 - Practice area with good lighting
 - Good music dictionary or access to an online music dictionary
- *Frequently Asked Questions*
- *Where can I rent a violin or guitar?*
Shar Music (www.sharmusic.com) in Ann Arbor offers a very affordable rental program that builds equity towards a future instrument purchase and they will deliver your rental to JSO.
- *We only have a digital keyboard at home for our child to practice on. Is this ok?*
Yes, as long as it is a keyboard or digital piano with full-sized, weighted keys. Most consumer keyboards have smaller, non-weighted keys and this would not be sufficient to learn on.
- *How often should my child practice?*
The best progress is made with consistent, reliable practice. It is much more effective for your child to practice several minutes every day, rather than a larger amount of time once a week. Establish a consistent practice routine and stick to it. If practicing is important to you, it will become important to your child. Each instructor has their own practice policies and expectations so be sure to discuss this with them.